NORTEL NETWORKS

Business Communications Manager Telephone Feature Card

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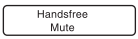
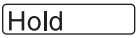
Buttons

The Business Series Terminal (T-series) Feature button is a small globe icon. The M-series Feature button reads **Feature** or **Fx**. The IP telephones display **Feature** above the far left display key, when feature selection is available.

This book uses **FEATURE** to indicate pressing the Feature key before entering a feature code. The table below shows which buttons to use on the different types of Nortel Networks telephones to use the features. Refer to each user card for specific details about each type of telephone.

Button Name	T7000, T7100, T7208, T7316	M7100, M7208, M7310, M7324	M7000, M7100N, M7208N, M7310N, M7324N
Feature			
Handsfree	(7208/7316)		
Mute	(7208/7316)		
Hold			
Release			
Answer call	Telephones with line buttons: Press line button and lift handset. Telephones with no buttons: Lift handset.		

This guide uses the following labels to indicate each type of configuration button:

- **FEATURE** indicates pressing the Feature key
- **HOLD** indicates pressing the Hold key.
- **RLS** indicates pressing the Release key.

Telephone features

Background Music **FEATURE 86** **Cancel: FEATURE #86**
Listen to music (provided by your office) through your telephone speaker when you are not on a call.

Button Inquiry **FEATURE *0**
Check what is programmed on any button. Use when labeling buttons.

Call Duration Timer **FEATURE 77**
Briefly display the approximate length of your current or most recent call.

Call Forward **FEATURE 4** **Cancel: FEATURE #4**
Send your calls to another telephone in your system.

Call Park	**FEATURE 74** Put a call on hold so that it can be picked up from any telephone in your system. The display shows a three-digit retrieval code. To retrieve a parked call: press an intercom button and dial the retrieval code. On the T7100/M7100 telephone, just lift the handset and dial the retrieval code.
Call Pickup - directed	**FEATURE 76** and the telephone number Answer any ringing telephone.
Call Pickup - group	**FEATURE 75** Answer a call that is ringing at another telephone in your pickup group. The external call that has been ringing longest is answered first.
Call Queuing	**FEATURE 801** Answer the next call. If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.
Camp-on	**FEATURE 82** and the extension number of the receiving telephone Re-route a call to another telephone even if all its lines are busy.
Class of service password	**FEATURE 68** plus COS password Change the dialing filters on a line or telephone, or gain external access to your system. Dialing filters determine which numbers you can dial. The COS password is provided by your System Administrator to change your class of service.
Conference	**FEATURE 3** Establish a conference call between yourself and two other parties. 1. Make or answer the first call. 2. Put the first call on hold. 3. Make or answer the second call. 4. After the second call is connected, press **FEATURE 3** 5. Press the line or intercom button of the first held call (not required on the T7100/M7100 telephone). 6. Press **RLS** to end the conference call. To remove yourself from a conference permanently (unsupervised conference): Press **FEATURE 70**. The other two callers remain connected. (Some external lines may not support this feature. See your System Administrator.) To put a conference on hold: Press **HOLD**. The other two callers can still talk to each other. To split a conference: Press the line or intercom button of one caller to consult privately while the other caller is on hold. To re-establish the conference, press **FEATURE 3**. To disconnect one party: Press the line or intercom button of the caller you want to disconnect, then press **RLS**. Press the line or intercom button of the remaining caller to resume your conversation. To independently hold two calls: Press the line or intercom button of the first caller, then press **HOLD**. The second caller is automatically put on hold. To re-establish the conference, retrieve one call from hold, press **FEATURE 3**, then retrieve the second call from hold.

Contrast adjustment	**FEATURE *7** plus a number from 1 to 9 Adjust the contrast of your display. Press **HOLD** to set your choice.
Dialing modes	**FEATURE *82** Choose one of three methods of dialing. 1. Press **FEATURE *82**. 2. Press # to select the mode. 3. Press **HOLD** to store the mode. Standard Dial: Select a line, then dial the number. (Standard Dial is always available, even when another dialing mode is selected.) Automatic Dial: Dial the number without choosing a line button first. Your prime line is automatically selected for the call. Pre-Dial: Dial the number, then press a line button to place the call. Edit the number by pressing the volume bar before placing the call.
Do Not Disturb	**FEATURE 85** **Cancel: FEATURE #85** When you are not on a call prevent all incoming calls, except priority calls, from ringing at your telephone. When you are on a call, block an incoming priority call.
Group Listening	**FEATURE 802** **Cancel: FEATURE #802** Use both the handset and speaker while you are on a call. To avoid electronic feedback, keep the handset away from the speaker during the call, and press **RLS** to hang up. Note: IP-based telephones cannot use this feature.
Hold	**HOLD** Temporarily suspend a call. To retrieve a held call, press the line button for the held call. (Press **HOLD** on the T7100/M7100 telephone.) **Exclusive Hold** **FEATURE** 79 or **FEATURE/HOLD** Temporarily suspend a call and prevent other telephones from picking it up. **Auto Hold:** **FEATURE** 73 (to turn on or off) Set your telephone to automatically put a call on Hold when you pick up a second call, or stop your telephone from doing so. Default is Yes (feature is on). Note: Telephones which have system-wide call appearance buttons (SWCA) must have this feature active (set to Yes).
Language Choice	**FEATURE *501** Select Primary Language for the telephone display. **FEATURE *502** Select Alternate Language for the telephone display. **FEATURE *503** Select Alternate Language 2 for the telephone display. **FEATURE *504** Select Alternate Language 3 for the telephone display.
Last Number Redial	**FEATURE 5** Automatically redial the last external telephone number that you dialed.

Line pools	**FEATURE 64** With a line pool, telephones can share several lines for making calls. 1. Press **FEATURE 64** or an intercom button. 2. Enter a line pool access code. (See your System Administrator for a list.)
Line Redirection	**FEATURE 84** **Cancel: FEATURE #84** Send calls arriving on an external line to another telephone outside your system. (Some external lines may not support this feature. See your System Administrator.) This feature is not available on the T7100/M7100 telephone.
Link	**FEATURE 71** Generate a Link signal to access a PBX or other host exchange.
Long Tones	**FEATURE 808** Generate a tone for as long as you hold down a button. This is used to communicate with devices like fax or answering machines. Long tones are in effect only for your current call.
Messages	**FEATURE 1** **Cancel: FEATURE #1** Send a message to another telephone within your system. To view and reply to your messages: 1. Press **FEATURE 65**. 2. Press * and # to view your message list. 3. Press 0 to call the person who left you the message. To erase a message: 1. Press **HOLD** while viewing a message.
Moving line buttons	**FEATURE *81** Change the position of your line or hunt group buttons. 1. Press **FEATURE *81**. 2. Press the line button that you want to move. 3. Press the button that you want to move the line to. 4. Press **RLS**. The two buttons are exchanged. 5. Update the button label strip on your telephone. Line buttons cannot be exchanged with intercom, answer or Handsfree buttons.
Name and number blocking	**FEATURE 819** Block the outgoing name and/or number for a specific call.
Page	**FEATURE 60** and code (1 to 3) and zone (0 to 6) Make a page announcement through either the internal (code 1) or external (code 2) speakers, or both (code 3). Zone 0 pages all zones. Page announcements are programmed to timeout after a pre-selected amount of time which is set by your System Administrator. Internal page **FEATURE 61** and zone (0 to 6) Make a page announcement to all, or to a specific group of telephones, through the telephone speakers. Zone 0 pages all zones. External page **FEATURE 62** Make a page announcement through an external loudspeaker system. Internal and external page

	FEATURE 63 and zone (0 to 6) Make a page announcement through both your telephone speakers and an external loudspeaker system. Zone 0 pages all zones.
Pause	**FEATURE 78** Program in an external autodial sequence to insert a 1.5 second delay ï . For pulse dialing: * also inserts a 1.5 second delay.
Priority	**FEATURE 69** Interrupt a person who is on a call. A person on another call can press **FEATURE 85** (Do Not Disturb) to block priority calls.
Privacy	**FEATURE 83** Change the privacy setting for an external line. If a line normally has privacy, this permits another telephone that shares the line to join your call by selecting the line while you are using it. If a line normally has privacy disabled, this prevents another telephone that shares the line from joining your call by selecting the line while you are using it. The privacy setting is re-established once you end your call or when you enter the Privacy feature code again.
Ring Again	**FEATURE 2** **Cancel: FEATURE #2** Monitor a busy or unanswered telephone, or a busy line pool within your system. Ring Again signals you to call back when the telephone or line pool becomes available.
Ring type	**FEATURE *6** Select a distinctive ring to help differentiate between your telephone and others nearby. 1. Press **FEATURE *6**. 2. Enter the ring type number (1 to 4). 3. Press **HOLD**.
Ring volume	**FEATURE *80** Make your telephone ring so that you can adjust the volume. You can also adjust the volume any time your telephone rings.
Run/Stop	**FEATURE *9** Store more than one autodial number or external carrier feature code on one memory button by inserting a break point between numbers or codes. The first press of the button dials the first number or code; the next press dials the next number or code. You can program up to four numbers or codes separated by break points.
Saved Number Redial	**FEATURE 67** Save a number to redial later. Enter the code while you are on a call that you have dialed to save the number. Enter the code when you are not on a call to redial the saved number.

Service Schedules

Show service schedules

FEATURE 870

Display the modes that have been turned on at a designated control set.

Ringing service

FEATURE 871 **Cancel: FEATURE #871**

Turn on one of six schedules for alternative ringing/call answering arrangements from a designated control telephone.

Restriction services

FEATURE 872 **Cancel: FEATURE #872**

Turn on one of six services for restrictions on particular lines or telephones from a designated control telephone. You will be required to enter a password.

Routing services

FEATURE 873 **Cancel: FEATURE #873**

Turn on one of six services for routing on particular lines or telephones from a designated control telephone. You will be required to enter a password.

Speed Dial

FEATURE 0

Dial an external telephone number using a two-digit code. There are two types of speed dial codes: system (01 to 70) and personal (71 to 94). System speed dial codes can be used from any display telephone in the system. They are assigned by your System Administrator. Personal speed dial codes are used exclusively at your telephone. To make a call using a speed dial code:

1. Press **FEATURE 0**.
2. Enter the two-digit code for the number (01 to 70 for system speed dial, 71 to 94 for personal speed dial).

To program personal speed dial numbers:

1. Press **FEATURE *4**.
2. Enter a two-digit code from 71 to 94.
3. Specify the external line by pressing a line button, a line pool button, or the intercom button. If you don't specify the external line, the system automatically chooses a line for the call.
4. Dial the telephone number you want to program (up to 24 digits).
5. Press **HOLD**.
6. Record the code and number you have just programmed.

You cannot program personal speed dial numbers while someone else is programming your system.

Static time and date

FEATURE 806 **Cancel: FEATURE #806**

Change the first line of the display to the current time and date.

SWCA keys

FEATURE *521 **FEATURE *536** programmed to buttons with indicators

If you are part of a call group, you may have a number of line buttons that are labelled as SWCA (system-wide call access). How you use these buttons, depends on how the System Administrator set up the system. (Refer to the SWCA user card for detailed instructions.)

FEATURE *520 Find first available SWCA key assigned to this telephone.

FEATURE *537 Find the oldest parked SWCA call on this telephone.

FEATURE *538 Find the newest parked SWCA call on this telephone.

Time	**FEATURE 803** Briefly display the time and date while you are on a call.
Transfer	**FEATURE 70** Send a call to another telephone within your system, or to an external telephone. You may not be able to transfer a call on an external line to an external telephone, depending on the capabilities of the lines. 1. Make or answer a call. 2. Press **FEATURE 70**. 3. Call the person you want to transfer the call to. 4. Stay on the line if you wish to speak to the person first. 5. Press **RLS** to complete the transfer. If an external call is transferred to a busy internal or network extension, or is not answered after a few rings, the call automatically rings you back.
Trunk Answer	**FEATURE 800** Answer an external call that is ringing on a line that has been placed into a Ringing Service schedule from any telephone in your system. This feature does not work for a private line.
Voice call	**FEATURE 66** Make a voice announcement or begin a conversation through the speaker of another telephone without first making the other telephone ring.
Voice call deny	**FEATURE 88** **Cancel: FEATURE #88** Prevent your telephone from receiving voice calls. Do Not Disturb (**FEATURE 85**) also prevents your telephone from receiving voice calls.
Wait for dial tone	**FEATURE 804** Program in an external autodial number to cause the system to wait to receive dial tone from another system before proceeding with the dialing sequence.

Call Display Services

The following features are available only if you subscribe to Call Display services from your local telephone company.

Autobumping	**FEATURE 815** **Cancel: FEATURE #815** Have the system automatically delete the oldest log item from a full Call Log, so that a new log item can be stored.
Call Information	**FEATURE 811** Display the name, number or line name of a ringing or held call. Press # to move through the information displays.
Call Log	**FEATURE 812** Call Log displays use the following special characters: underline identifies a new item handset icon identifies answered calls globe iconidentifies long distance calls / identifies that the information has been shortened

To view your Call Log:
1. Press * to view old items.
   Press # to view new items.
   Press 0 to return to the last viewed item.
2. Press # and * to move through your items.
3. Press the volume bar to view more information on an item.

To erase a Call Log entry:
1. Press **HOLD** while viewing an item.

To return a call from your Call Log:
1. Display the desired number on your telephone.
2. Edit the number, if required. You can add numbers for long distance dialing or line pool access or remove numbers using the volume bar.
3. Press a line button.
4. Lift the handset.

Call Log options

FEATURE *84
Select the type of calls that will automatically be stored in your Call Log. Press # to see the next setting. Press **HOLD** to select the displayed setting.

Call Log password

FEATURE *85
Program a four-digit password for your Call Log. To remove a forgotten password, see your System Administrator.

Logit

FEATURE 813
Store caller information for your current call in your Call Log.

ETSI feature

MCID (ETSI feature)

FEATURE 897 within 30 seconds after the caller hangs up, and before you hang up
Record caller information for last external call at the central office that assigned the line. This feature only works if the incoming calls were received over ETSI ISDN lines, and the feature is activated in programming. Check with your system administrator.

IP telephone features

Feature menus

FEATURE *900 or (services key access Feature menu)
Activate a display menu of feature options.
1. Press Page+ (move forward) and Page- (move back) to scroll through the list.
2. When you find the feature you want, press Select.

From this point, the feature works in the same manner as it does when invoked from the keypad or through the memory buttons.
Note: The available features on this menu are configured by your system administrator.

Hot desking

FEATURE *999 or (services key access Feature menu)

You can divert your IP telephone traffic to another IP telephone (i2004, i2002, i2050) registered on the same system, using the Hot Desking feature. For instance, this feature can be used if you are temporarily working at another site, but you want to retain your telephone number and receive all your calls.

Setting up hot desking

1. On your telephone (xxx), enter `Hot desking`.
2. Press `Admin`.
   The first time you do this, the display reads `Creating password`.
   The next time you enter hot desking, the display reads `Enter password`.
3. Use the dial pad to enter a password. Note: Use the `Back` key to erase entries.
4. Press `OK`.
   The first time you do this, the display reads `Confirm password`. Continue with step 5. The next time you enter hot desking, the display reads either `Disallow hot desking` or `Allow hot desking`, skip to step 7.
5. Use the dial pad to enter the same password you entered in step 3.
6. Press `OK` to save the password. The display reads `Disallow hot desking`.
7. If you want to allow/disallow hot desking, press `CHANGE` to select the function you require.
8. Press `Quit` to exit.

Activating hot desking:

On the telephone to which you are diverting your calls (yyy).

1. Enter Hot desking:
2. Press `Divert`.
3. At the DN prompt, enter the DN of your telephone (xxx).
4. Press `OK`. The display reads `Enter <  > PW`.
5. Enter the password for your telephone (xxx).
6. Press `OK`.

De-activating hot desking

Hot desking can be cancelled from either IP telephone:
On the active telephone (yyy):

1. Enter the Hot desking feature. The display reads: `Cancel hot desking?`
2. Press `Yes` to cancel hot desking. The telephone displays of both sets return to normal.

To cancel hot desking on the diverted telephone (xxx), press `CANCEL`.

Automatic cancellation occurs if the UTPS service from the system is terminated or if either telephone re-boots, or is unplugged, or is hot-desked by a third telephone.

NOTE: Ensure that the telephone is inactive when you activate or deactivate hot desking.

Resetting the hot desking password

If you forget your hot desking password, ask your system administrator to reset the password for your telephone. This will allow you to access hot desking on your telephone and enter a new password.